



## JOINT PROVIDER / SURVEYOR TRAINING



**Tuesday, April 1, 2014**  
DeVos Place, Grand Rapids

### General Information

#### Going Green

No paper packets or handouts will be provided at the conference today. Please make sure to pick up your complimentary USB flash drive at registration that contains today's presentations. You may also download them at [www.events.mphi.org](http://www.events.mphi.org) by clicking on Upcoming Events and then go to the conference link

#### Registration Desk and Continuing Education Table

Located in the Secchia Lobby and available all day for any questions or concerns.

#### Internet Access

Username: TRAINING2014

Password: devosplace

#### Parking

Parking will be provided to participants who park at the following Grand Rapids City Parking structures: DeVos Place Ramp (H) or Government Center Ramp (J). Map is provided on flash drive as parking information.pdf. Validation slips will be provided to you when you pick up your registration materials.

## **Presenter Biographies**

### **Thomas Bissonnette, MS, RN**

Mr. Bissonnette currently serves as a nurse consultant and trainer in the Health Care Information and Training Section with the BHCS. He has been a registered nurse since 1979 with a master's degree in psychiatric/mental health nursing. He is experienced in geriatric mental health both in the hospital inpatient and long term care settings.

### **Michelle Darnold, RN**

Ms. Darnold currently serves as the electronic medical record coordinator and project lead for the implementation of EMR at Ingham County Medical Care Facility (ICMCF). Previous to this position, Michelle received her LPN certificate and began working as a floor nurse for ICMCF, where she quickly progressed through various floor positions on both the long term care and rehabilitation units to MDS nurse. After three years of working as an MDS nurse, she returned to school and obtained her RN degree. Since that time, she has completed more than 50 percent of the EMR transition process and continues to work on implementing additional modules. Michelle has been committed to improving communication between surveyors and providers during annual survey and is a member of the IT workgroup. Michelle is also involved in testing the MI-ACTS software, which will eventually be used by CMS so all states have consistency in review of facility reported incidents.

### **Eugenia Dumlao-Reedy, MSN**

Ms. Dumlao-Reedy is a survey monitor in the Long Term Care Division for Licensing and Regulatory Affairs. She has been a nurse consultant for the Training Unit for the Division of Operations and a surveyor in the Mental Health Section for the Department of Community Health. Eugenia has worked in various capacities as manager, staff nurse, clinical instructor, play therapist, assisted and promoted the nurse practitioner program in the Philippines and has been a guest lecturer and speaker in conferences and CMS training projects. She received her education from the University of the Philippines, Boston University, Loyola University and London University.

### **Sara Ferrerio**

Ms. Ferrerio is the director of Clinical and Wellness Support for Morrision Senior Living overseeing clinical nutrition initiatives, quality assurance for food safety and wellness support for senior living communities. She brings more than 30 years of experience in the healthcare, senior dining and food service industries.

## **Peggy Garabelli**

Ms. Garabelli is a senior project manager with 28 years of experience managing IT projects across a broad range of industries, including manufacturing, airline, retail, and government. Her range of experience includes managing complex application development projects, global infrastructure projects, and multifaceted business process improvement projects.

## **Mary Jo Gibbons, MPA, NHA, CDP**

Ms. Gibbons is founder and trainer of Memory Care Matters, LLC. Ms Gibbons had been working in the field of geriatrics for many years when her father was diagnosed with Alzheimer's disease. Her professional quest became even more impassioned when it turned deeply personal. She has a bachelor's degree in Therapeutic Recreation, a master's degree in Public Administration, is a licensed nursing home administrator, a certified dementia practitioner, and a certified instructor by the National Council of Certified Dementia Practitioners. Planning therapeutic programs, specialized environments and comprehensive Alzheimer's disease and dementia care training is her expertise.

## **Christopher Hamstra, RN**

Mr. Hamstra is currently the director of Clinical Technology for Ciena Healthcare, a management company with skilled nursing facilities throughout Michigan and Connecticut. He graduated from Andrews University with a bachelor's in Nursing degree in 1998 and has worked in skilled nursing facilities for the past 13 years. His experiences include working as a CNA, MDS coordinator, director of Nursing, nursing home administrator, and regional MDS/clinical consultant. Christopher also serves on the AHCA Health Information Technology Committee, representing long term care providers across America. In his current position, Christopher assists facilities in the implementation of electronic medical record systems, as well as evaluating how the EMR system is incorporated in the everyday activities of the facility to improve the adoption of technology. His past experiences have provided him with a broad knowledge base of both clinical and operations, allowing him to effectively evaluate and implement technology and EMR systems in the skilled nursing facility setting.

## **Debbie Hanchett**

Ms. Hanchett is a regional director of Operations with Morrison Senior Living, a division of the Compass Group. In her current position she oversees 12 LTC dining accounts, one acute care hospital and four community works (EVS accounts). She is responsible to train and develop associates, and provide field support for operations and regulatory compliance. She is presently on the Education Committee with Leading Age of Michigan and on the Culinary Advisory Board with Washtenaw Community College in Ann Arbor.

## **Donald Harrell, MD**

Dr. Harrell has training at the University of Michigan (MD) and Grand Rapids (Family Practice) with subsequent board certifications in Family Practice & Preventive Medicine (Occupational Medicine). He initially served in the National Health Service Corps at the Family Health Center in Kalamazoo for 18 years with physician training responsibilities with the Occupational Medicine Training & Technical Assistance Program (Robert Wood Johns Foundation). In recent years, he has served in private practice with emphasis on specialty qualification examinations (Aviation, Immigration, etc.) and Family Practice with interest in “rehabilitation approaches to chronic daily pain” and Office Based Opioid Therapy (Buprenorphine/Naloxone Rx) in treatment of Opioid Use Disorder in collaboration with counseling, nursing, & pharmacy professionals. He is a strong advocate for the SCOPE of Pain program in SW Michigan and advocate for the Collaborative Model for OBOT (BU Med) for SW Michigan health systems.

## **Charlene Kawchak-Belitsky, RN, BSN,**

Ms. Kawchak-Belitsky brings more than 20 years of long term care experience to her position as MPRO’s senior project manager for Informal Dispute Resolution (IDR) and Independent Informal Dispute Resolution (IIDR). Currently she is responsible for all aspects of the IDR/IIDR program leading the management of Independent Informal Dispute Resolution (IIDR) services in assigned states. Previously she served as an MPRO patient safety coach for nursing facilities as part of the Centers for Medicare & Medicaid (CMS) contract for Medicare and Medicaid beneficiaries. She also functioned as a resource and liaison for MPRO’s community partners and stakeholders, with a goal of promoting quality improvement and patient safety and was a key member of the Michigan Advancing Excellence committee. Ms. Kawchak-Belitsky worked with “Nursing Homes in Need” with management and direct care staff through their quality assurance program to conduct root cause analysis of problem areas and develop implementation strategies for improvement. She worked closely in helping MDS staff with analysis and benchmarking of data for their specific resident population that included chart audits and recommendations for improvement.

## **Cedric Libiran, MPD**

Mr. Libiran worked in the Certificate of Need Program as an analyst and with the Nurse Aide Registry. Cedric spent four years in the Division of Licensing and Certification Mental Health Services Section as a quality assurance analyst. He has supported state and federal software for reporting of health facility licensing and certification survey data for more than 22 years. Currently, Cedric is the manager of the IT & Web Development Section, supporting all BHCS staff and coordination of software development.

## **Henrietta Makowski, RN, BSN, MS**

Ms. Makowski has been an RN for more than 35 years with 22 years being in acute care and 15 years in Long Term Care. She served as a DON for 11 years in acute care and 11 years in Long Term Care with the three most recent years serving as a regional clinical coordinator. Henrietta received her BSN from Madonna University and MS in Human Services from the University of Detroit. She maintains certification through the National Council of Certified Dementia Practitioners as a certified dementia practitioner. She maintains current BLS certification through the American Heart Association.

## **Jodi Marrah**

Ms. Marrah has more than 30 years of experience working with large, complex government computer systems. She has worked on numerous federally funded projects for the states of Michigan, New Jersey, Arkansas, and Delaware. Jodi has been a key contributor and speaker on federal process improvement workshops and national conferences for the standardization of terminology and data from state to state which resulted in linking the 50 states and four U.S. Territories with a federal network and database for information/data exchanges. The result of this data standardization process has been faster and more accurate exchanges of information saving the federal, state and local entities time and money in the processing of their shared information.

## **Gail Maurer, RN, BSN**

Ms. Maurer has more than 30 years of nursing experience. She has been a survey monitor for both complaints and standard surveys; providing guidance to surveyors and facilities regarding the CMS guidelines to the survey process. Currently she is a supervisor in the Bureau of Health Care Services Intake Unit. She has also served as a nurse surveyor, a Medicaid fraud analyst, a Medicaid policy specialist, and a hospital staff nurse.

## **Yvette McKenzie, BSN, RN**

Ms. McKenzie is MPRO's Quality Improvement coordinator for the 10<sup>th</sup> Statement of Work and is responsible for collaborating in the design, development, implementation, evaluation, and dissemination of quality improvement projects in Long Term Care. The 10<sup>th</sup> Statement of Work includes "Improve Individual Patient Care" which focuses on reducing the usage of physical restraints and pressure ulcer prevention. She has nine years of quality improvement experience completing both 8th and 9th Statements of Work which included providing technical support to the CMS Nursing Home in Need Special Focus Facilities.

## **Kristin Mellon, RN, MSN**

Ms. Mellon has been a Long Term Care surveyor in the Bureau of Health Care Services for 14 years. As a surveyor she has used many different formats for electronic medical records (EMR) in many Long Term Care facilities and can share the strengths and difficulties encountered with the EMR from the surveyors' perspective

## **Claire Saadeh, Pharm D, BCOP**

Dr. Saadeh is currently a professor of Pharmacy Practice with Ferris State University College of Pharmacy and a board-certified oncology pharmacist (BCOP), specializing in the areas of oncology, pain management, and palliative care. Dr. Saadeh received her BS in Pharmacy in 1989 from Brighton University in England and a Doctor of Pharmacy degree in 1994 from Wayne State University. Following this, she pursued a specialty residency in oncology at the University of Florida, Shands Hospital. Dr. Saadeh has been with Ferris State University since 2000. Her current clinical practice site is at Sparrow Health System in Lansing, MI., where students and residents may complete an advanced pharmacy practice experience in oncology or pain management.

## **Karel Schram, PA-C**

Ms. Schram is a physician assistant specializing in treating chronic pain. She is credentialed by the American Academy of Pain Management, serves on the State of Michigan's Advisory Committee on Pain & Palliative Care and is a certified trainer for Boston University's Scope of Pain Program.

## **Mark Stevens, MPA, NHA**

Mr. Stevens is a healthcare administrator with 25 years' experience in operations including full profit and loss responsibility, financial analysis, strategic planning, regulatory compliance, corporate compliance, capital and operating budget management, information technology, improving processes, and ensuring quality. He is focused on increased efficiency, effectiveness, and customer service through process improvement.

## **Audrey Stob, RN, CPHQ**

Ms. Stob is currently a certified professional in Healthcare Quality. She continues to assist providers with technical support regarding quality improvement projects through the CMS initiatives such as Partnership to Improve Dementia Care, Advancing Excellence in America's Nursing Home campaign, and the 10th Statement of Work. Within her 15 years of experience in LTC settings, she has knowledge of LTC regulations including F-520, Quality Assurance. In her current role as quality improvement coordinator for the 10th Statement of Work, as well as her previous work experiences, Ms. Stob collaborates in the design, development, implementation, evaluation, and dissemination of LTC quality improvement projects. These quality improvement activities include providing technical support to individual providers by conducting Root Cause Analysis and rapid cycle PDSA. She also acts as liaison to providers in the LTC setting and develops partnerships that work to improve quality of care for all Medicare beneficiaries.

## **Tomika Timmons**

Ms. Timmons has been in health care for 18 years. She is currently a nurse manager at Burcham Hills Health Center in East Lansing, MI where she has worked for five years. Along with working with the current IT collaboration between the State surveyors and the long term care community, she is also a part of the advance care planning initiative in the state of Michigan, and is certified as a facilitator.

## Presenters Contact Information

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## **Invited Exhibitors**

**Health Professional Recovery Program**

LARA/Bureau of Health Care Services

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**Pain Management and Palliative Care Program**

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